

FY13 Plan for **Enterprise Licenses & Contracts Activity**

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Relevant Strategic Plans - Strategic Plan link

Reference to Service Level or other Agreement(s) -

4591 FNAL Service Desk SLA

4773 FNAL Datacenter Services OLA

Dell Managed Service Contract

Description of ENTERPRISE LICENSES & CONTRACTS Activity

*The ENTERPRISE LICENSES & CONTRACTS **activity** covers the services provided as outlined in the Service Agreements and Managed Service contract. The ENTERPRISE LICENSES & CONTRACTS is responsible for infrastructure support for enterprise level contracts. Currently this support enables the delivery of Dell Managed Services.*

The Service Desk SLA Service Description:

Support through the Fermilab Service Desk is available to all Fermilab employees, contractors and visitors. Requests for assistance are tracked in Service-Now, the Computing Sector IT Service Management suite. Access to the Service-Now is available to anyone with a Fermilab Services Account and password. The specific item being asked for, if not specifically covered here, may be governed by a different Computing Sector SLA.

The Datacenter OLA Service Description:

On-premise managed services which interact with laboratory service providers, including IMACs (Install/Move/Add/Change) of servers, racks and power distribution units, consoles and network cabling. These services may include support and repair of IT assets currently under warranty, IT assets that may roll off of warranty during the term of the support agreement or IT assets that are no longer under warranty.

Tactical Plan Goals

Operations

- Managed Service Oversight – Ensuring managed service commitments are being met.
- Operations of this activity are largely governed by the underpinning contract with Dell Managed Services.

Detailed Tactical Plan Objectives and Priorities

Activity = Enterprise Licenses & Contracts / Operations / DELL Managed Services

Project

Objectives:

1. Modernize Service Desk work area.
2. Provide cell phone coverage to the Service Desk area. This will provide better support by on-call staff as well as allowing us to provide configuration support for lab provided smart phones.

Assumptions and Risks:

1. The current service desk layout is not conducive to providing walk-in assistance or loaner pool assistance.

Activities

Activity = Enterprise Licenses & Contracts / Project / DELL Managed Services / Physical Restructure

Activity = Enterprise Licenses & Contracts / Project / DELL Managed Services / Repeater

Staffing:

Staffing for these services is provided thru our Dell Managed Service contract. Measurement of staffing needs is done thru a series of reports which are reviewed regularly by the Managed Service Site Manager and Service Level Manager.